

All Hands Meeting

Office of the CIO and Enterprise Technology Services

April 12, 2018

UC SANTA BARBARA
Office of the Chief
Information Officer

Agenda

1. **Welcome & Introduction - Matt Hall**
 - a) **Trivia**
 - b) **Thank you**
 - c) **Congratulations**
 - d) **Welcomes, Farewells, & Open Recruitment**
2. IT Update - Matt Hall
3. Project Updates - Matt Hall
4. Career Tracks - Laura Lee
5. IT Skills Progression - Katie Mankins
6. Discussion

Welcome & Introduction - Trivia

- **In IT Security, what does CIA stand for?**
Central Intelligence Agency
Confidentiality Integrity Availability
Certainly It's Academic
- **When is the scheduled UCSB UCPATH Go-Live?**
September 2018
December 2018
January 2019
August 2019
- **What are the two categories into which our work falls?**
Hard and Really Hard
Technical and Non-Technical
System Engineering and Nothing Else Really Matters
Operate and Transform
- **What campus committee sets IT priorities?**
The Academic Senate
The Campus Budget Committee
The Information Technology Council
The Information Technology Board





CONGRATS

Thank You Infrastructure team!

Identity CAS/ SSO/ LDAP Service Support:

- **Shea Lovan and Serguei Mysko** helped restore services during outages related to updates required for UCPATH.
- **Noah Baker, Scott Gilbert, Keefe Roedersheimer, Serguei Mysko and Shea Lovan** developed and fast-tracked execution of a plan to bring the Ping Directory and Sync Server into production.

UCPATH and PPS:

- **Mike Tornquist** generated 40+ reports to enable PPS data cleanups for UCPATH.

Infrastructure Monitoring Upgrade:

- **Alex Han and the SEAL team** upgraded Uptime to the latest version, resolving several bugs.
- **Hank Rayner** completed the setup of monitoring for our enterprise storage arrays.

Remote Administration and Support Tool Upgrade:

- **Roger Padilla** updated the ScreenConnect tool, which provides remote administration to 225 systems.

Security Software Upgrades:

- **Lance Heuer** updated our VMware infrastructure, which provides our Core Technology hosting environment.
- **Roger Padilla** updated our Windows systems in accordance with Microsoft security releases.

Thank You Project Team Members!

Connect Email Adoption:

- **Noah Baker, Laurie Branagan, Sandy Benson, James Kantrim and Shea Lovan** completed the email migration for the departments supported by the Life Sciences Computing Group. This puts us at 100% Connect adoption for academic units!

Electronic Timekeeping Onboarding Project:

- **Anne Weger, Kelly Glendinning, Michele Talbott, and Aubrie Amstutz** completed Wave 4 onboarding. Wave 5 is the final wave!

Change Management moves to ServiceNow:

- **Everett Stauffer, Julio Valdez, and Katie Mankins** transitioned from a Sharepoint-based to a ServiceNow-based process for Production Change Management.

Thank You Network and Communication Services!

BioEngineering Aruba Wireless Deployment:

- **Igor Shabaltas and Alex Carreno** completed the first deployment of Aruba wireless network equipment in the BioEngineering building. This is the first step in the migration from Cisco to Aruba as the wireless equipment provider.

Communication Services Customer Relations Staffing:

- **Andrew Morgan, Chris Rosenstock, Marian Cohen and Sparring Lynch** all continue to pitch in to cover Kevin North's customer service duties.

Embarcadero Hall Telephone Service Restoration:

- **Chris Rosenstock and Brian White** worked with the vendor to resolve an outage of telephone service in Embarcadero Hall.

Thank You Application and Technology Services Team!

Service Desk and Workstation Support:

- **Marlan Mitchell** provided leadership while Tim Krause was out on vacation.

Zoom:

- **Marlan Mitchell, Robert Montelongo, and Scott Nowell** set up UCSB's first ZoomRoom.
- **Mehrshad Moghimi and Jon Bettis** enabled 62 remote participants in the IT Forum using Zoom and AV gear.

Event Management Phase 1:

- **Tom Howard, Everett Stauffer, and Julio Valdez** configured the proposed process for automating the capture and appropriate dissemination of outage information between Uptime, ServiceNow, and Everbridge.

Managed File Transfer Kickoff for UCPath Integration Testing Phase 1:

- **Greg West** launched communications between UCSB's GoAnywhere instance and UCOP, exchanging keys and test files on QA and Production PCSSC servers with the Central PMO.

SAGE Software Upgrade:

- **Rich Kildare** upgraded BFS's SAGE database to 2018. SAGE is used by the BARC office to track outstanding student debt.

Thank You SEAL Team!

UCPath PeopleSoft Middleware Development:

- **Christian Montecino and Serguei Mysko** developed a middleware for PeopleSoft financial system to satisfy a critical Tier-1 interface for UCPath in an extraordinarily short period of time.

UCEN Message Communication Implementation:

- **Keefe Roedersheimer** implemented the first non-ETS client for real-time message communication with the UCEN for campus Access cards.

“Combo Build” Process Length Reduction:

- **Graham Tomczik** reduced the length of time taken to run a critical BFS process called “Combo Build” a.k.a. Full Accounting Unit Validation.

Apigee Implementation:

- **Kevin Wu and Christian Montecino** helped move UCSB’s API solution, Apigee, into production.

UCPath Tier-1 Interface Completion:

- **The SEAL team** completed all UCPath Tier-1 interfaces on time!

Ping Directory Implementation:

- **INFR and SEAL** worked as a team to deploy the first phase of Ping Directory.

Service Awards and Accomplishments

- Noah Spahn - 10 years
- Mary Wenzel - 20 years
- Scott Gilbert - 20 years

- Security+ Certified: Mehrshad Moghimi, Marlan Mitchell, Graham Tomczik
Chad Christensen, and Jeff Jia



Welcome!

SEAL

- Mark Sloan (Contractor) - Senior UCPath Integration Developer

ITEC

- Libby White - Network Firewall Engineer

ITSS

- Alex Sanchez - Training Coordinator
- Jeff Jia - Help Desk Support Lead

PMO



Kelly Lavery, UCPath Program OCM Lead (Contractor)



Cassandra Queen, UCPath Training Lead (Contractor)



Marion Matundan, UCPath Training Coordinator (Contractor)



Sylvia Carrido, UCPath Testing Coordinator (Contractor)

Eric Blessing, UCPath Conversion Lead (Contractor)

Office of the CIO

- Sharon Solis - Research Computing Consultant

Student Employees

- Lyna Nguyen
- Jacqueline Huang
- Saagar Parikh
- Yuan Yao
- Ali Hussaini



Farewell!

Farewell

- Kevin North
- Dave Reizes
- Kristin Snyder
- Sanket More
- Sherpa Tenzing
- Gillian Connor
- Yuki Mano

Open Recruitments

- Application Support Engineer - Business Applications
- DBA Team Lead
- End User Computing Engineer - Telecom
- Senior End User Computing Engineer - Telecom
- Messaging & Collaboration System Engineer

Spread the word here: <http://www.ets.ucsb.edu/job-opportunities>

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IT Update = Up-to-Date Transparency

UCSB IT Update Monthly Overview of UCSB IT

Updated March 14th, 2018

IT Update Content

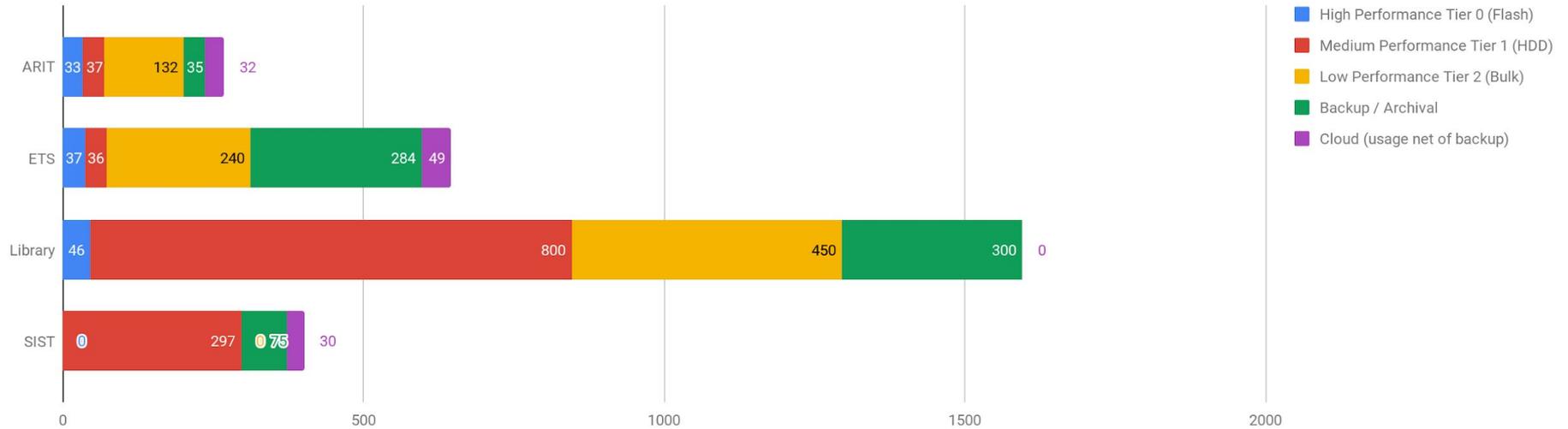
Content

1. UCSB IT / ITB / ITC Agenda Planning
2. Common Good Fee
3. Security
4. Transformation Projects
5. Network and Communications Services
6. Infrastructure
7. Application and Technology Services
8. Program and Project Management
9. Application Inventory
10. Software Engineering Architecture & Lifecycle
11. Labor Force
12. Enterprise Architecture

Examples from IT Update

Data Storage by Department

Storage by Unit and Tier (effective capacity in Terabytes)

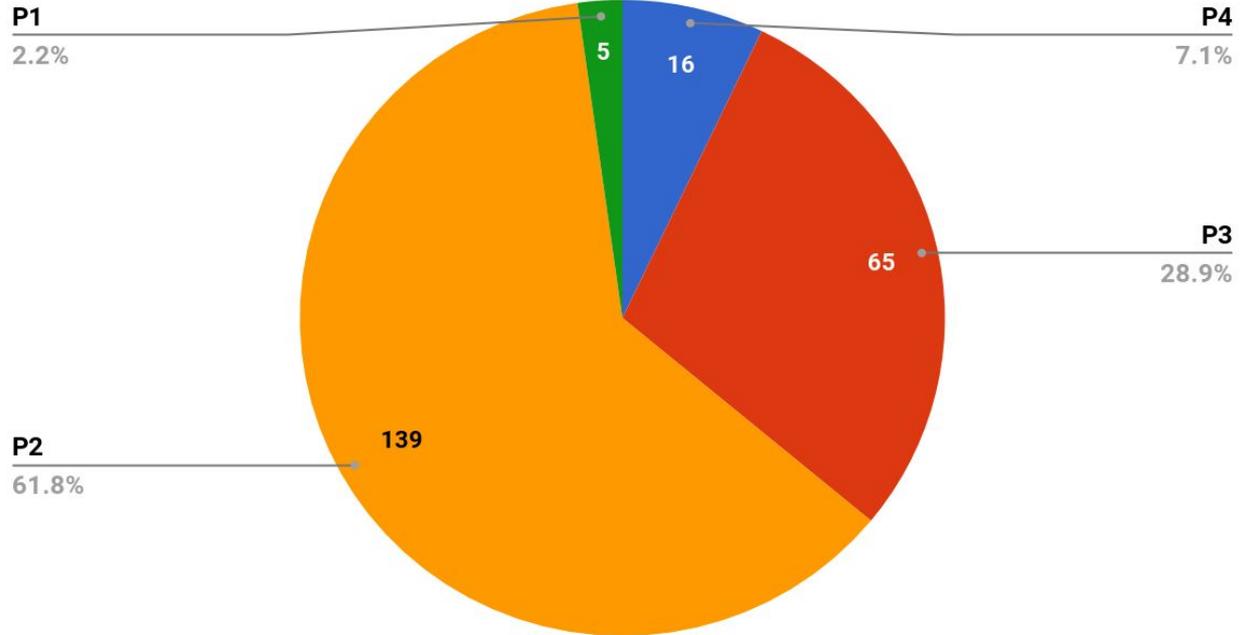


ETS Infrastructure Asset Value by Asset Type

<i>Asset Type</i>	COUNTA of Asset Type	SUM of Cost Est
CAMERA	194	\$130,424
HVAC	4	\$36,000
NETWORK - SECURITY	7	\$1,286,090
NETWORK - SERVICES	1	\$5,600
NETWORK - VPN	5	\$84,688
NETWORK - WIRED	299	\$2,010,268
NETWORK - WIRELESS	1130	\$850,602
OFFICE	6	\$33,238
POWER	284	\$400,223
RACK	55	\$179,000
SERVER	53	\$570,602
STORAGE	19	\$704,915
Grand Total	2057	\$6,291,650

Application Protection Levels

Protection Level Distribution (661 Applications)



Protection Level Requirement

- P4 - High
- P3 - Moderate
- P2 - Low
- P1 - Minimal

IT Update Target Audience - Everyone

Availability - Soon

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Unit Activities

2017/18 Strategic/Campus Critical Projects

Core Technology/Operate

- ★ NCS: Network Core Router Refresh (R)
- ★ INF: North Hall Data Center UPS Replacement (R)
- ★ ALL: GGSE Core Services Migration (R)
- ★ ATS: Windows 10 Upgrade (U)
- ★ SEAL/INF: Identity System Refresh (U)
- ★ ATS: ServiceNow Upgrade to Jakarta (E)
- ★ SEC: Phishing Training and Test (E)

Business Systems/Operate

- ★ OCIO: BARC Remediation/Replacement - Discovery (R)
- ★ SEAL/INF: Upgrade Central Authentication Service (U)

Core Technology/Transform

- ★ NCS: Unified Threat Management (R)
- ★ NCS: Core Router Upgrade (R)
- ★ INF: SIS&T Resiliency/Migrate to NHDC (R)
- ★ NCS: Campus Wireless Upgrade/Stabilization (R)
- ★ SEC: Denial of Service Mitigation (R)
- ★ SEC: Identity Two-Factor Authentication (R)
- ★ SEC: Vulnerability Management (U)
- ★ ATS: Overhaul the Retail Service Catalogue (E)
- ★ INF: Connect Migrations (E)

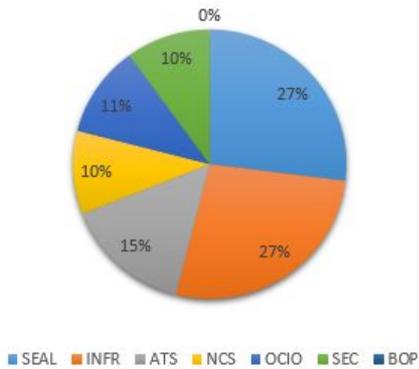
Business Systems/Transform

- ★ OCIO: UCPATH (R)
- ★ OCIO: Electronic Timekeeping Campus Rollout (R)
- ★ ATS: Kronos UCPATH Interfaces (R)
- ★ SEAL: Campus Financial System PeopleSoft 9.2 Upgrade (U)
- ★ SEAL: Grad Division ProSAM Integration with AP (E)
- ★ ATS: Work Intake for HR in ServiceNow (E)
- ★ OCIO: Academic Advising System Replacement

ETS/OCIO Project Metrics (1 of 4)

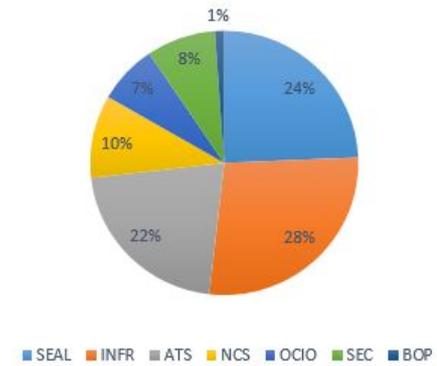
Active Projects							100
<u>SEAL</u>	<u>INFR</u>	<u>ATS</u>	<u>NCS</u>	<u>OCIO</u>	<u>SEC</u>	<u>BOP</u>	
27	27	15	10	11	10	0	

Active Projects by Unit



Total Projects							444
<u>SEAL</u>	<u>INFR</u>	<u>ATS</u>	<u>NCS</u>	<u>OCIO</u>	<u>SEC</u>	<u>BOP</u>	
108	122	95	45	32	37	5	

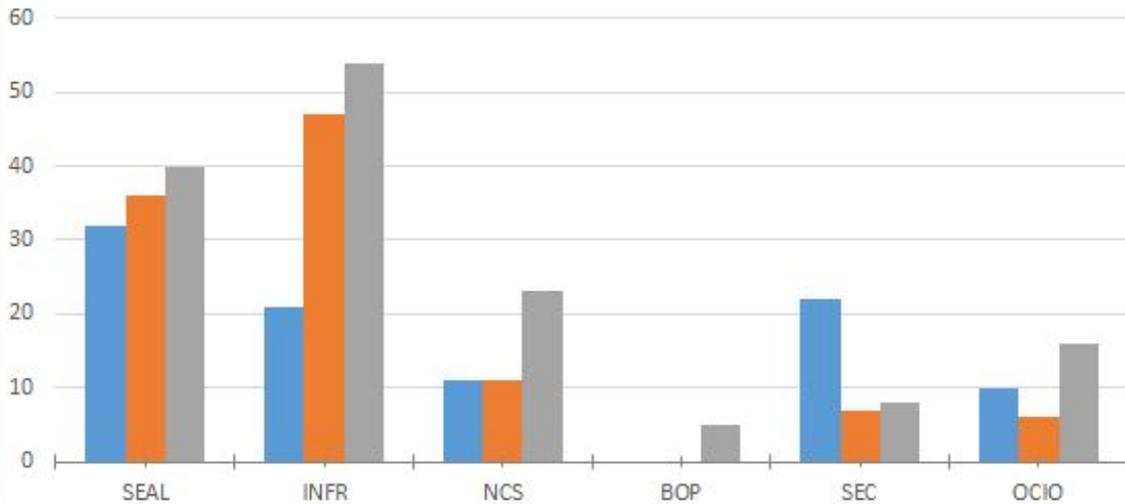
Total Projects by Unit



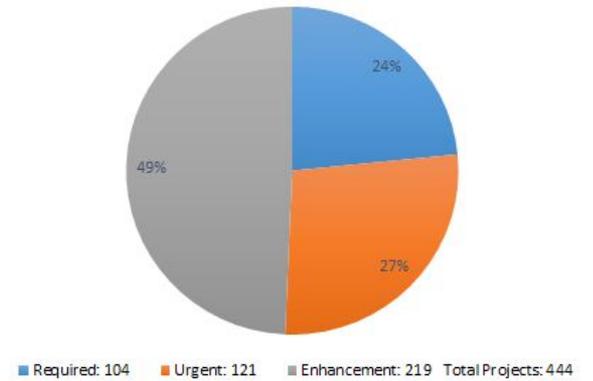
ETS/OCIO Project Metrics (2 of 4)

Priority Projects by Unit

Required: 104 Urgent: 121 Enhancement: 219 Total Projects: 444

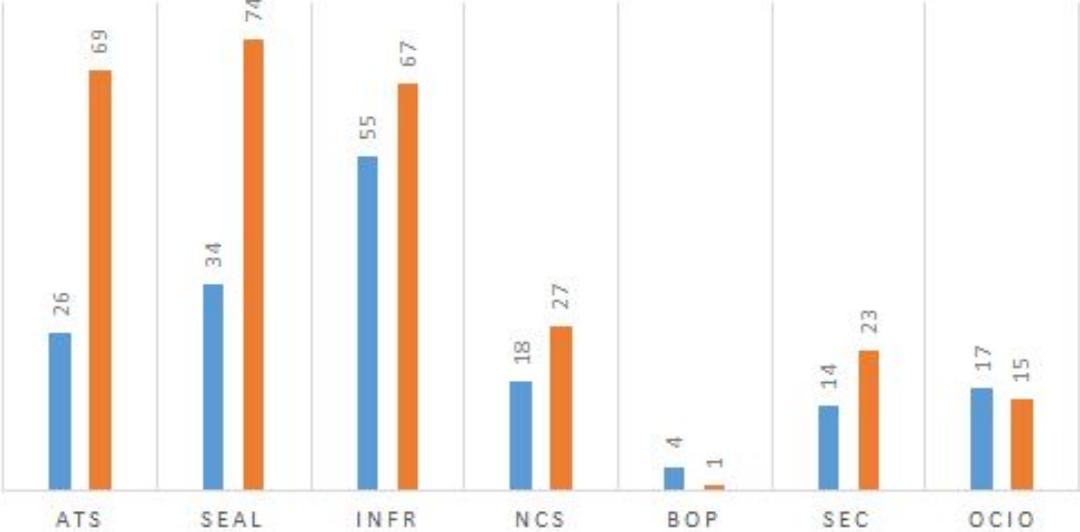


Priority Breakdown (Overall)

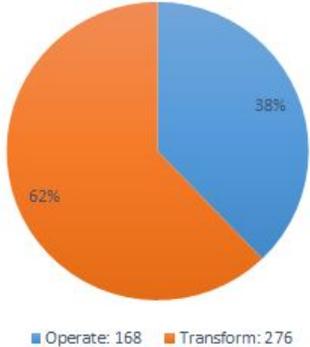


ETS/OCIO Project Metrics (3 of 4)

OPERATE VS. TRANSFORM BY UNIT



Operate vs. Transform (Overall)

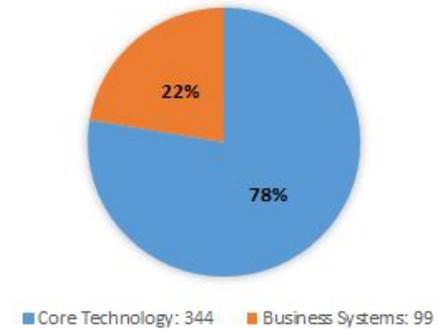


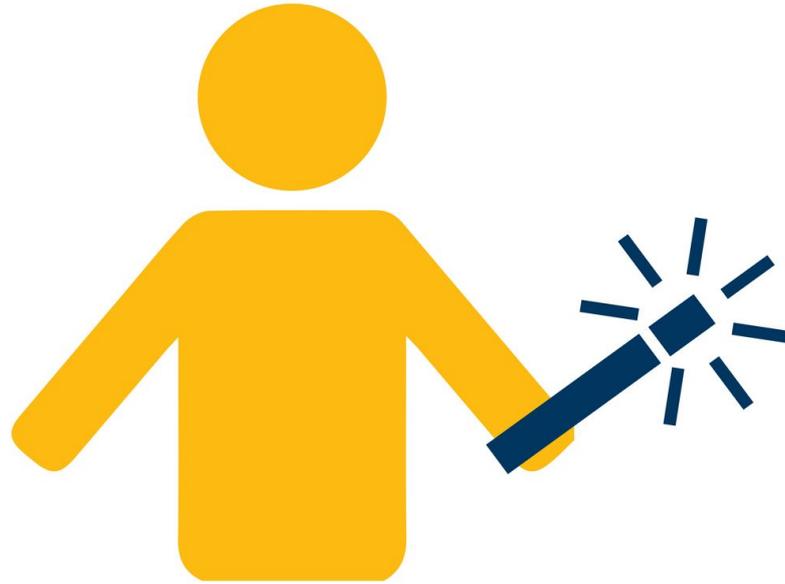
ETS/OCIO Project Metrics (4 of 4)

CORE TECHNOLOGY VS. BUSINESS SYSTEMS BY UNIT



CORE TECHNOLOGY VS. BUSINESS SYSTEMS (OVERALL)



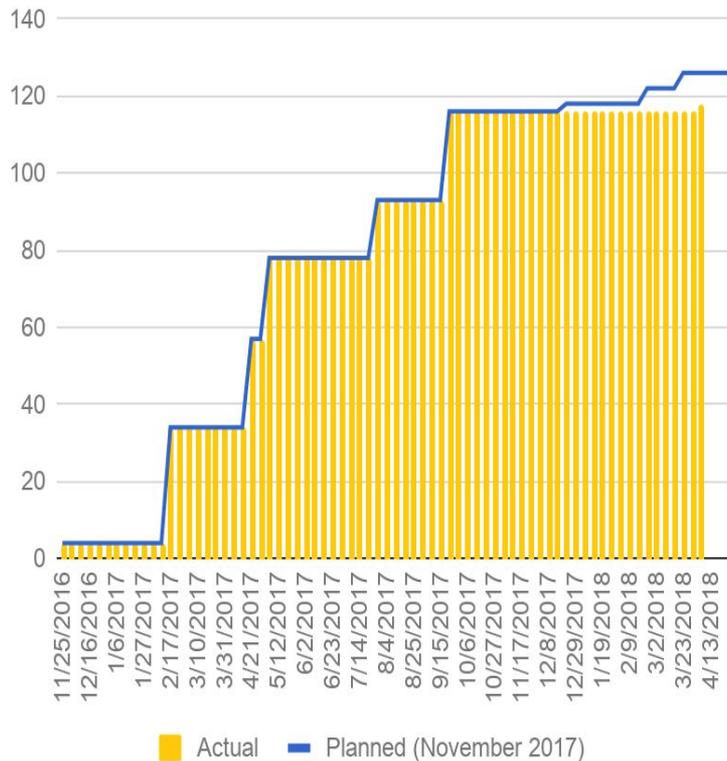


Transformation Programs

UCPath Process and Tier 1 Interface Status

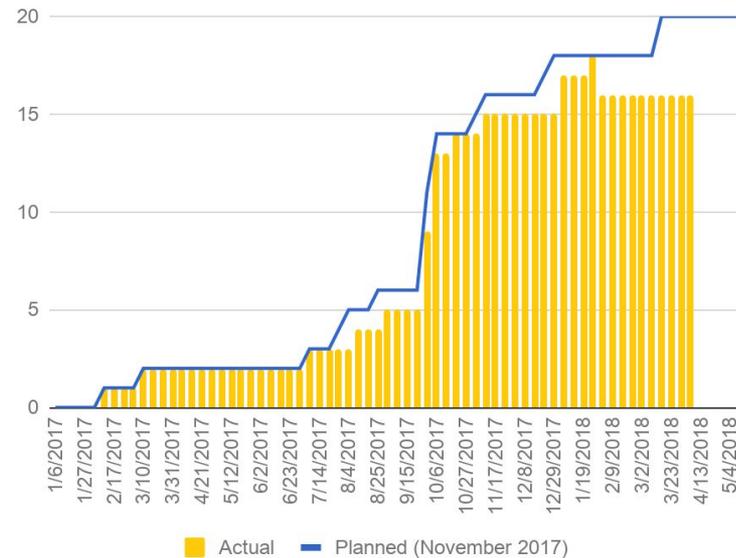
Future Business Processes

126 Processes, **116 complete**



Tier-1 Interfaces

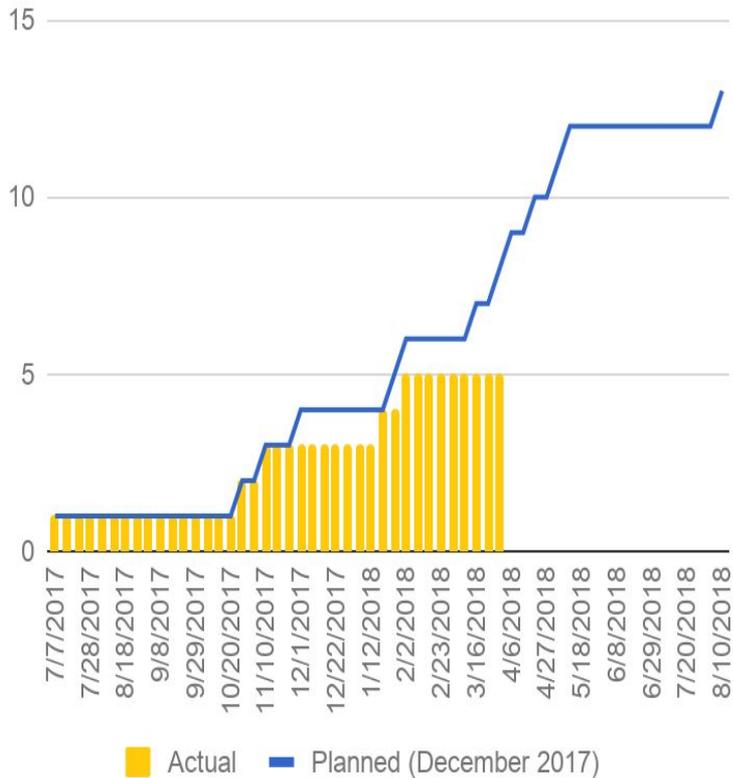
18 Interfaces, **16 complete**



UCPath Tier-N Interface Status and Retrofits

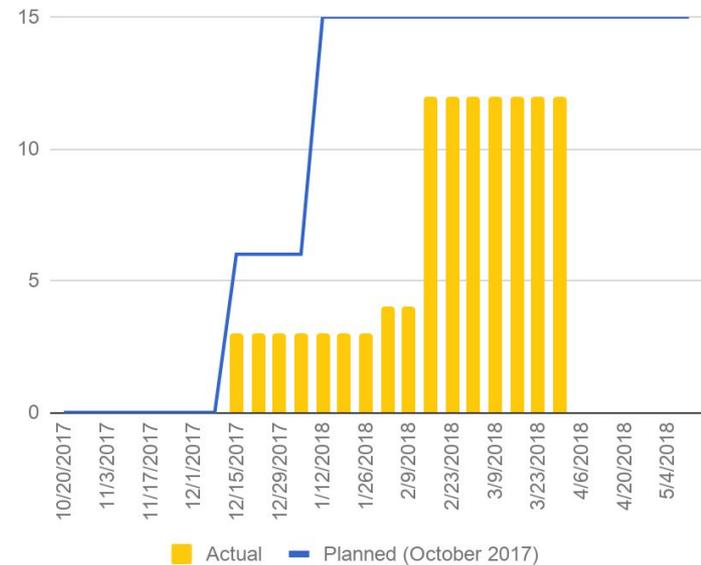
Tier-N Interfaces

19 Interfaces, **5 complete** (13 scheduled, 6 unscheduled)



Tier-N System Retrofits

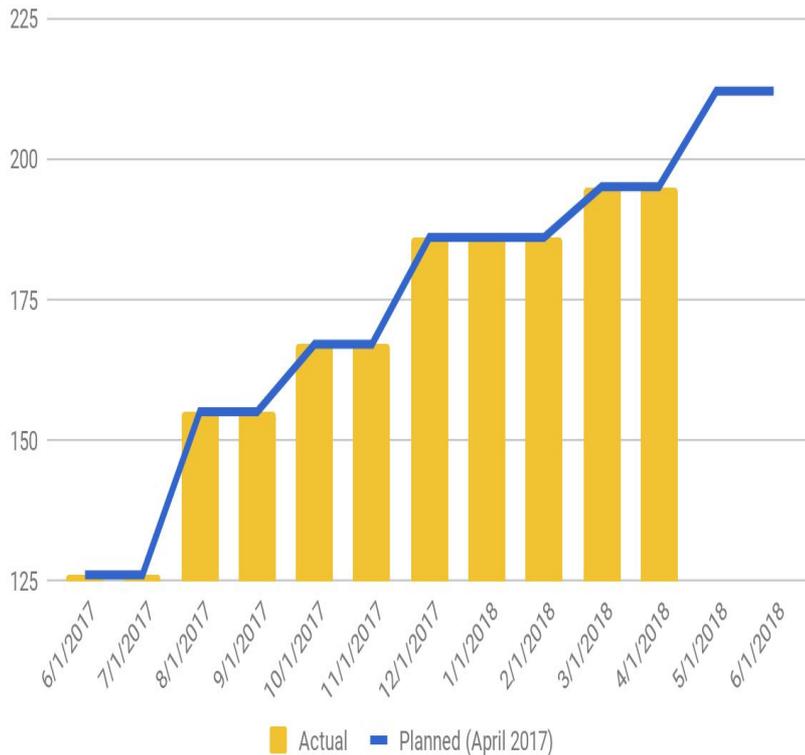
21 System Retrofits, **12 complete** (14 scheduled, 7 unscheduled)



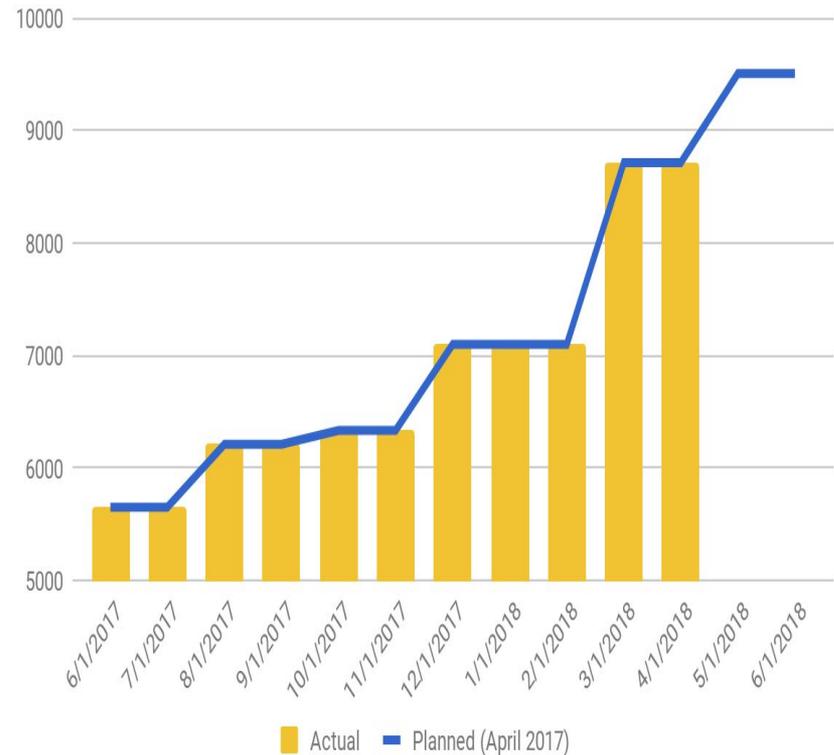
Electronic Timekeeping

Full campus deployment complete 5/16/2018

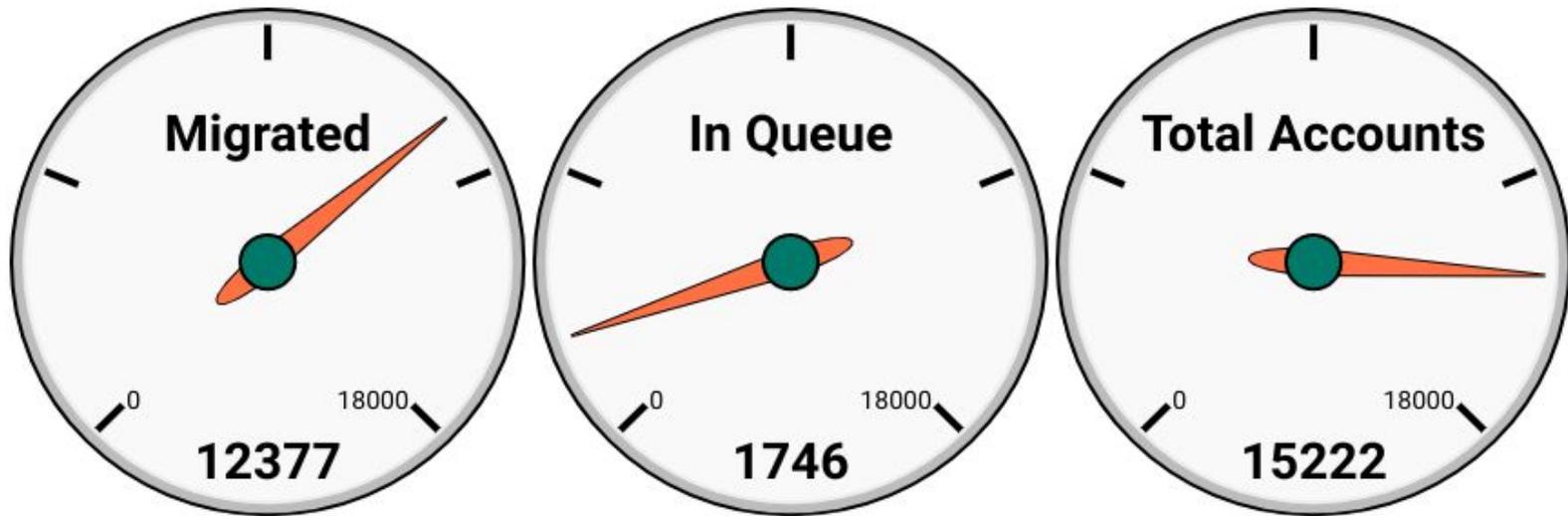
Departments Using Kronos
212 planned, 186 complete



Employees Using Kronos
9506 planned, 7099 complete

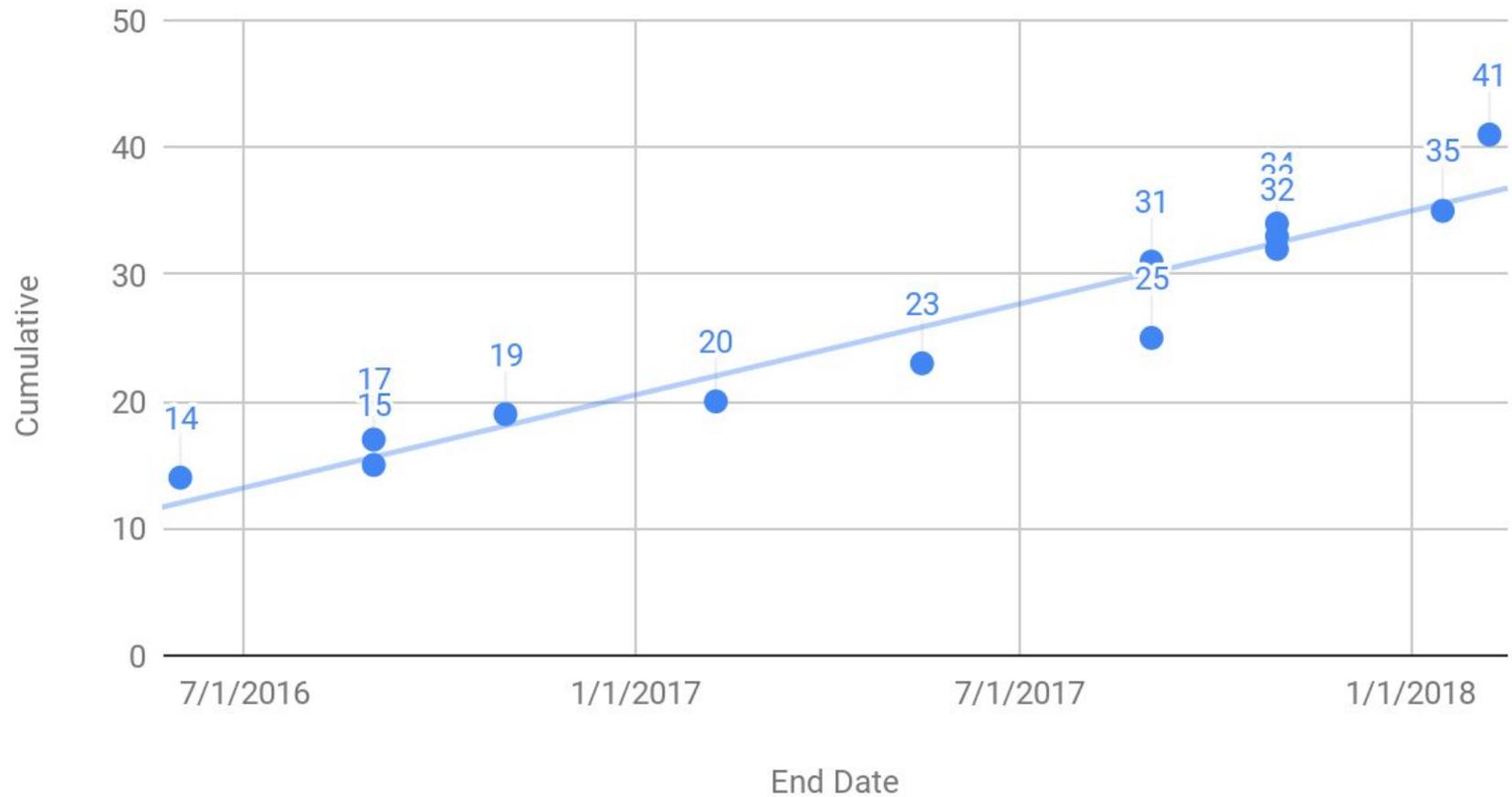


Connect Migration Status



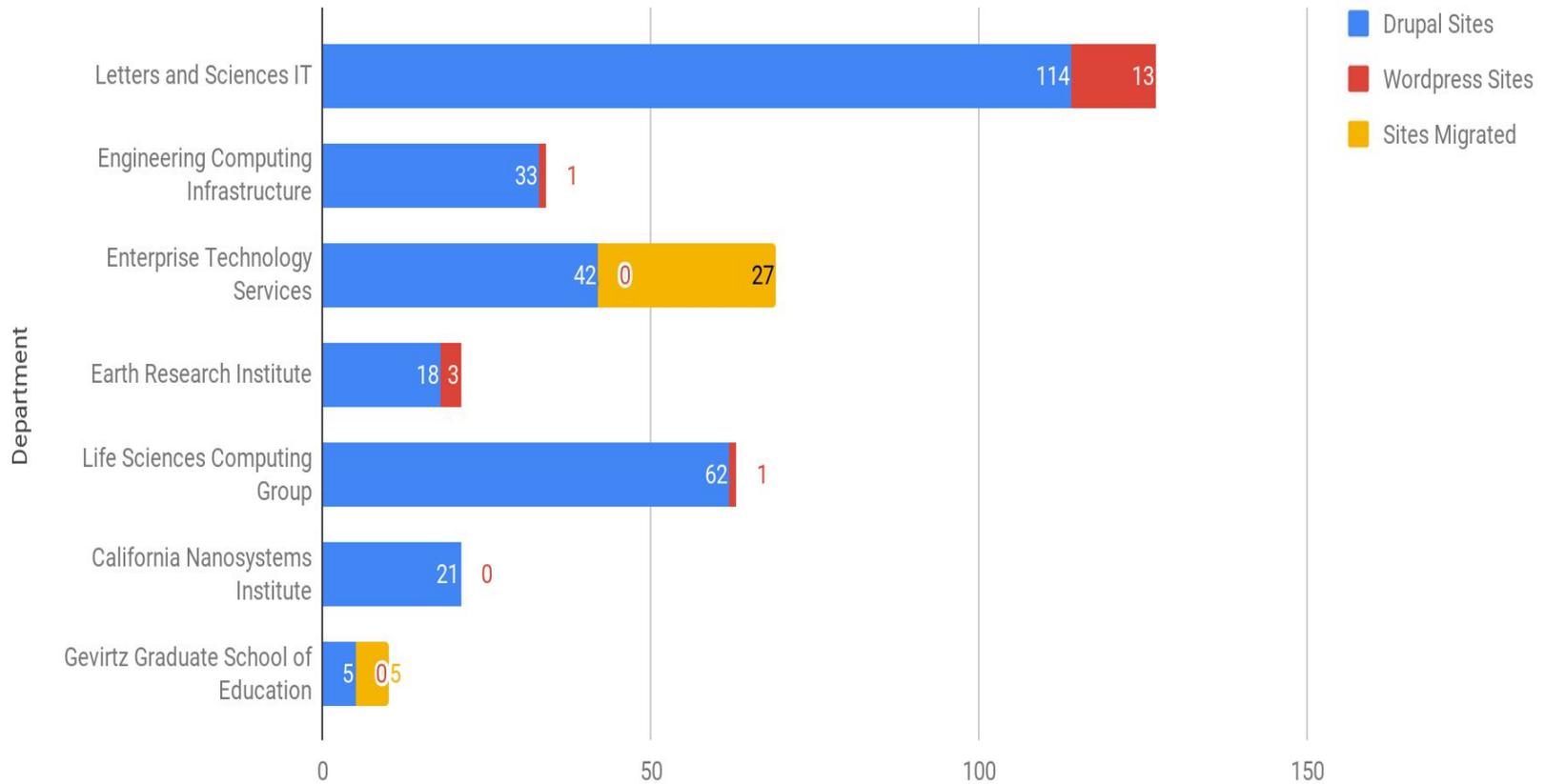
Connect Migration Status

Cumulative Email Servers Retired



Connect Sites

Drupal Sites, Wordpress Sites and Sites Migrated



PeopleSoft Managed Services and 9.2 Upgrade



- **PeopleSoft Campus Financial System**
 - Hosted by CenturyLink data center provider
 - Application Management Services (software maintenance, hosting, problem resolution) provided by Ciber.
- Began rebid process in October 2017 because the previous contract terms were expiring.
- RFP included PeopleSoft 9.1 to 9.2 Upgrade and CAS authentication integration.
- Entering contract negotiations with our anticipated new vendor.
- Expect the upgrade to begin in May with a cutover by December 2018.

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Career Tracks

- Transition will begin May 1, 2018.
- Read up here:
<https://www.hr.ucsb.edu/compensation/career-tracks/general-information>.
- Tamara Berton, Compensation Analyst, ext. 4661
tamara.berton@hr.ucsb.edu

Register for “Career Tracks (CT) Employee Training” through the UC Learning Center

Space will be limited to room capacity, so register early to ensure your first choice for date/time.

Workshop	Date	Time	Location	Max #	Other
1	Mon. 4/16/18	9:30-11:30am	UCEN – Flying A Studio	80	
2	Wed. 4/18/18	9:00-11:00am	Eng Sci Bldg ESB-1001	80	
3	Thu. 4/19/18	10:00am-12:00pm	HR Learning Center *Workshop Full*	30	Also offered as a Webinar
4	Fri. 4/20/18	9:30-11:30am	UCEN – Flying A Studio	80	
5	Mon. 4/23/18	9:00-11:00am	Eng Sci Bldg ESB-1001	80	
6	Mon. 4/23/18	1:30-3:30pm	HR Learning Center *Workshop Full*	30	Also offered as a Webinar
7	Wed. 4/25/18	1:30-3:30pm	UCEN – Flying A Studio	80	
8	Thu. 4/26/18	9:30-11:30am	UCEN – Flying A Studio	80	

*Recommended for all **policy covered** employees

Career Tracks webinar (registration not required)

- Webinar 4/19/18 (10-12pm): Webinar ID 794 150 458, <https://ucsb.zoom.us/j/794150458>
- Webinar 4/23/18 (1:30-3:30pm): Webinar ID 118 763 366, <https://ucsb.zoom.us/j/118763366>

Additional questions after attending the workshop or webinar?

- Attend a drop-in session and meet with your Compensation team member one-on-one.

Session	Date	Time	Location
1	Mon. 5/21/18	1:00-3:00pm	HR Learning Center
2	Tue. 5/22/18	10:00am-12:00pm	HR Learning Center
3	Thu. 5/24/18	1:00-3:00pm	HR Learning Center
4	Fri. 5/25/18	10:00am-12:00pm	HR Learning Center
5	Tue. 5/29/18	10:00am-12:00pm	HR Learning Center
6	Tue. 5/29/18	1:30-3:30pm	HR Learning Center

*Recommended for all **policy covered** employees

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2018 Focus on Career Development

Attract, retain, and develop an engaged and appropriately skilled labor force to assure reliable, available, serviceable, and secure information systems development, operations and support.

Building IT Skills & Competencies

WHAT is the UC IT Skills Progression?

- Curated Competency Model
- Identifies basic IT competencies (both foundational / discipline-specific)
- Defines a clear path of progression to support the acquisition of those competencies
- Provides a means to verify progress and confer badges of completion

Building IT Skills & Competencies

WHO is working on this?

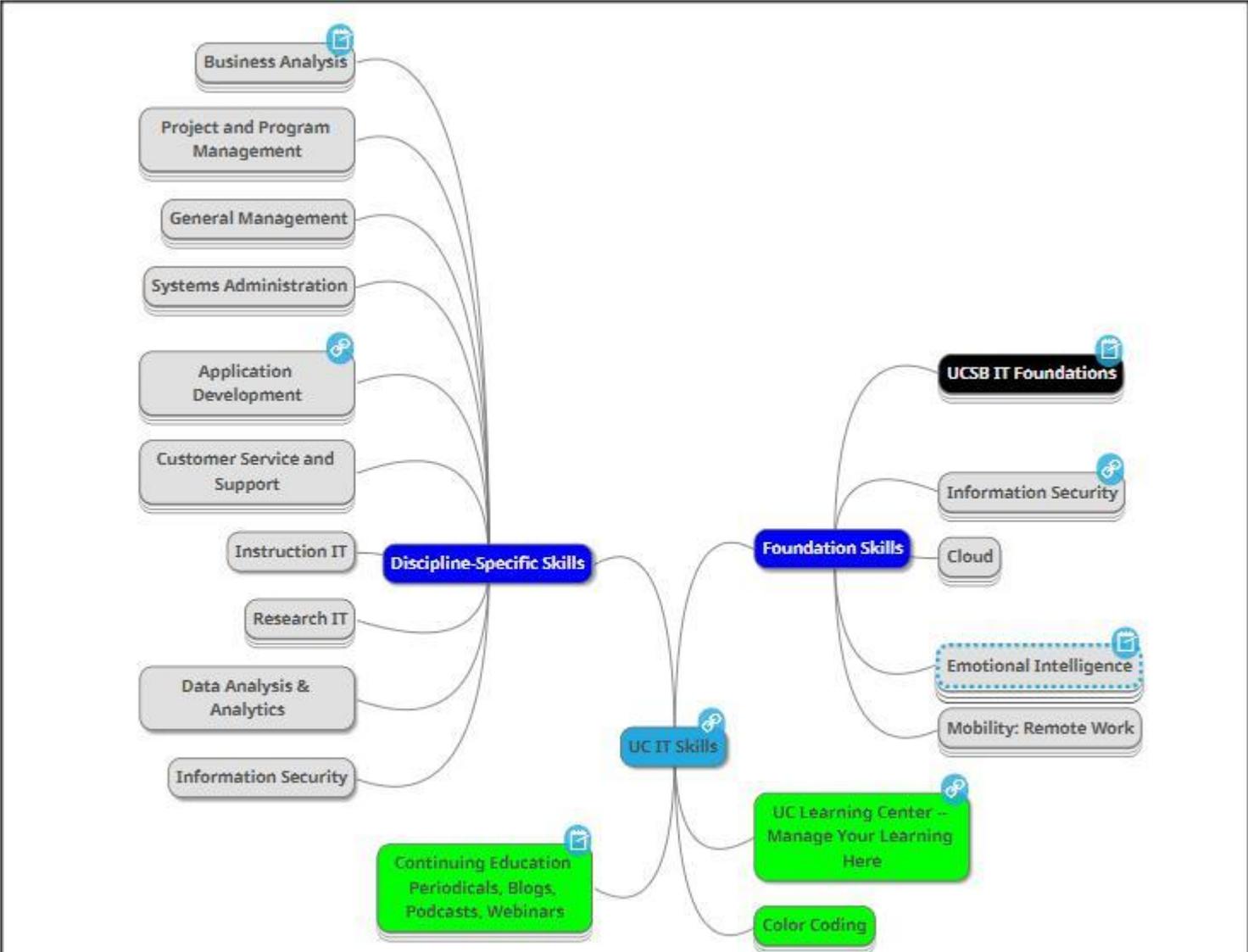
- Office of the CIO and Associate CIOs
- UCSB HR
- UCSB IT Cohorts such as Application Development Cohort, Research IT Cohort, etc.
- Other subject matter experts as needed

Building IT Skills & Competencies

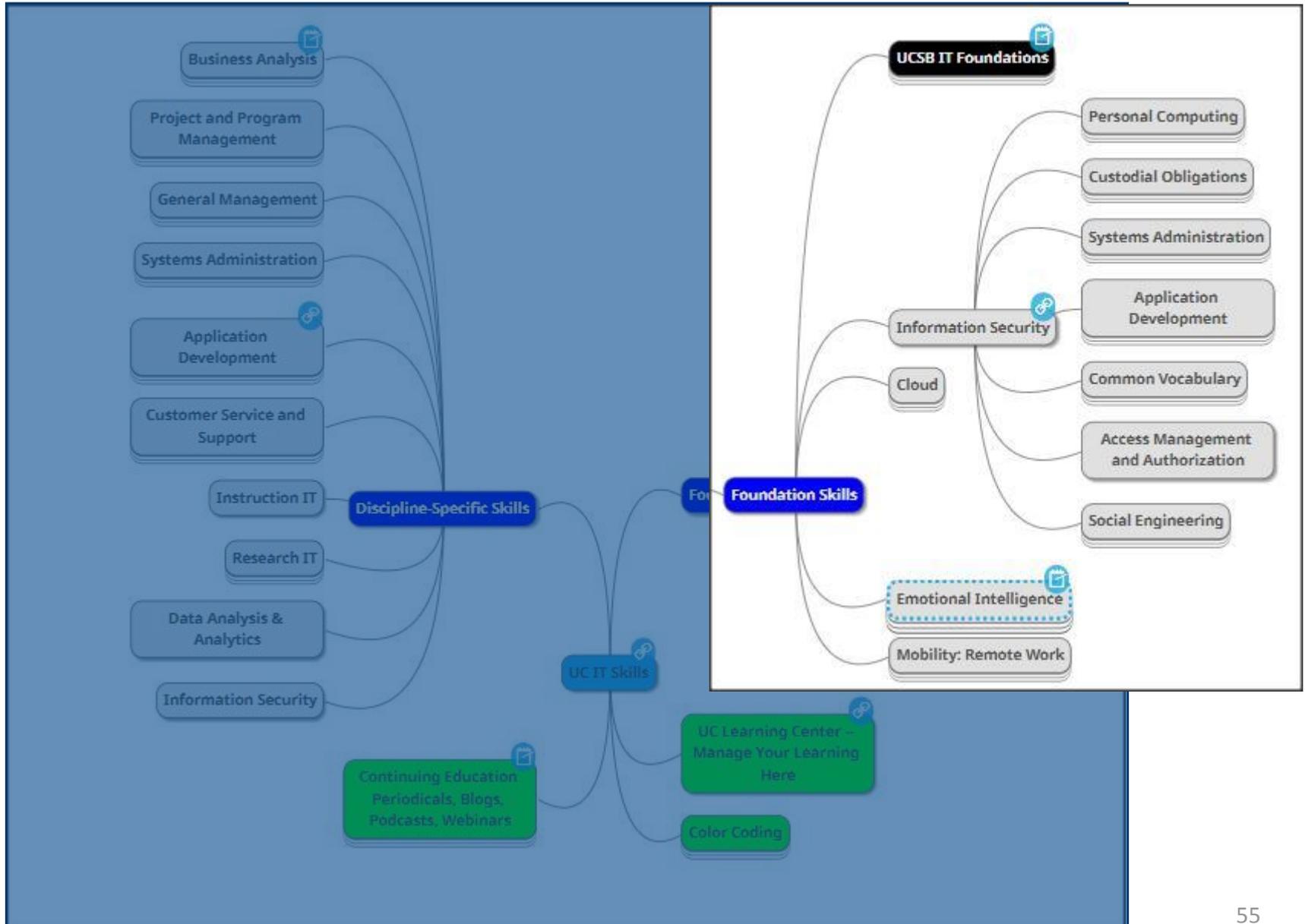
WHY is this important?

- Market shift towards cloud and mobile workforce
- Need to develop remote workforce capability
- Opportunities for consolidation of commodity services
- Modern skills enable move to cloud

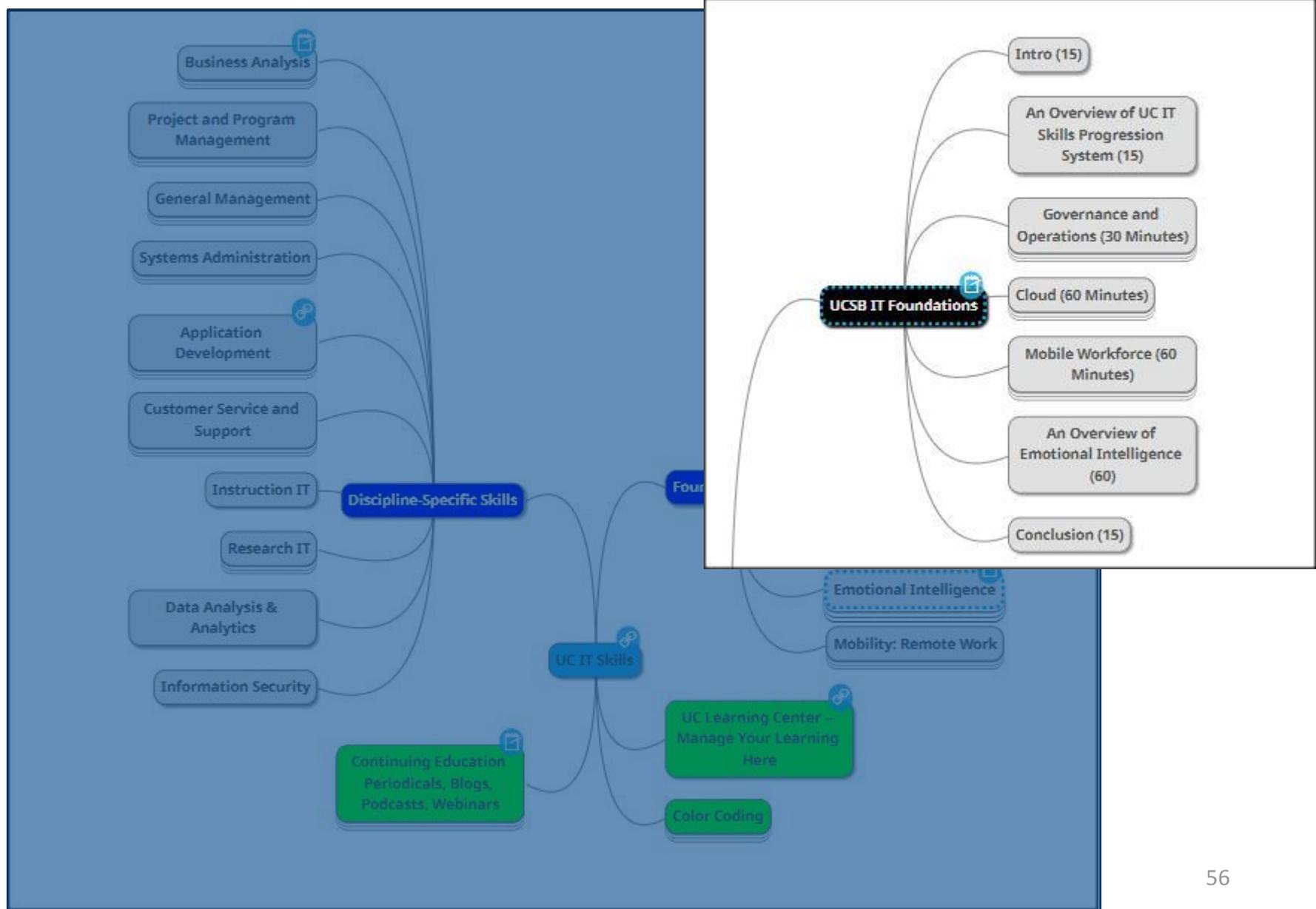
UC IT Skills Progression - Overview



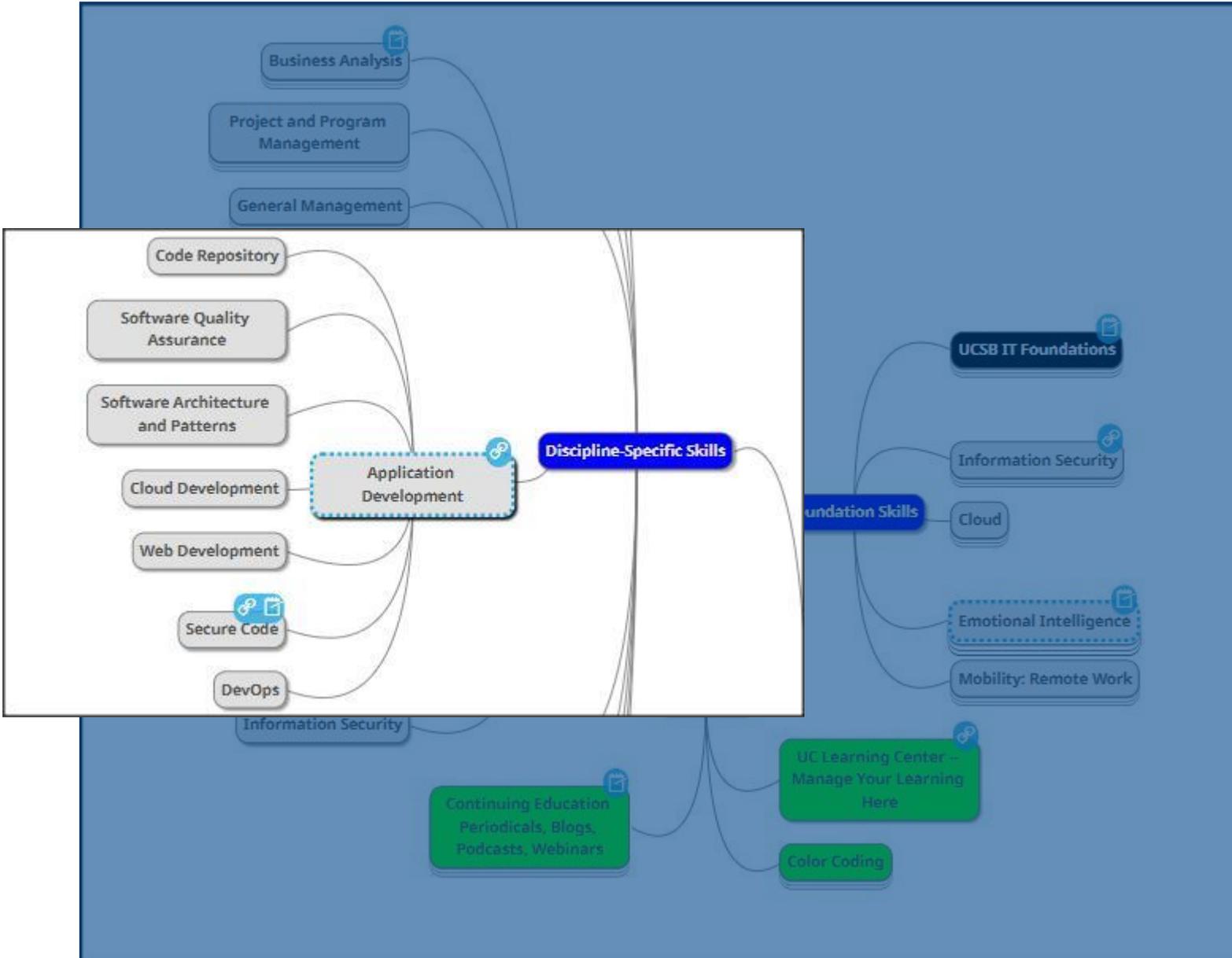
UC IT Skills Progression - Foundation



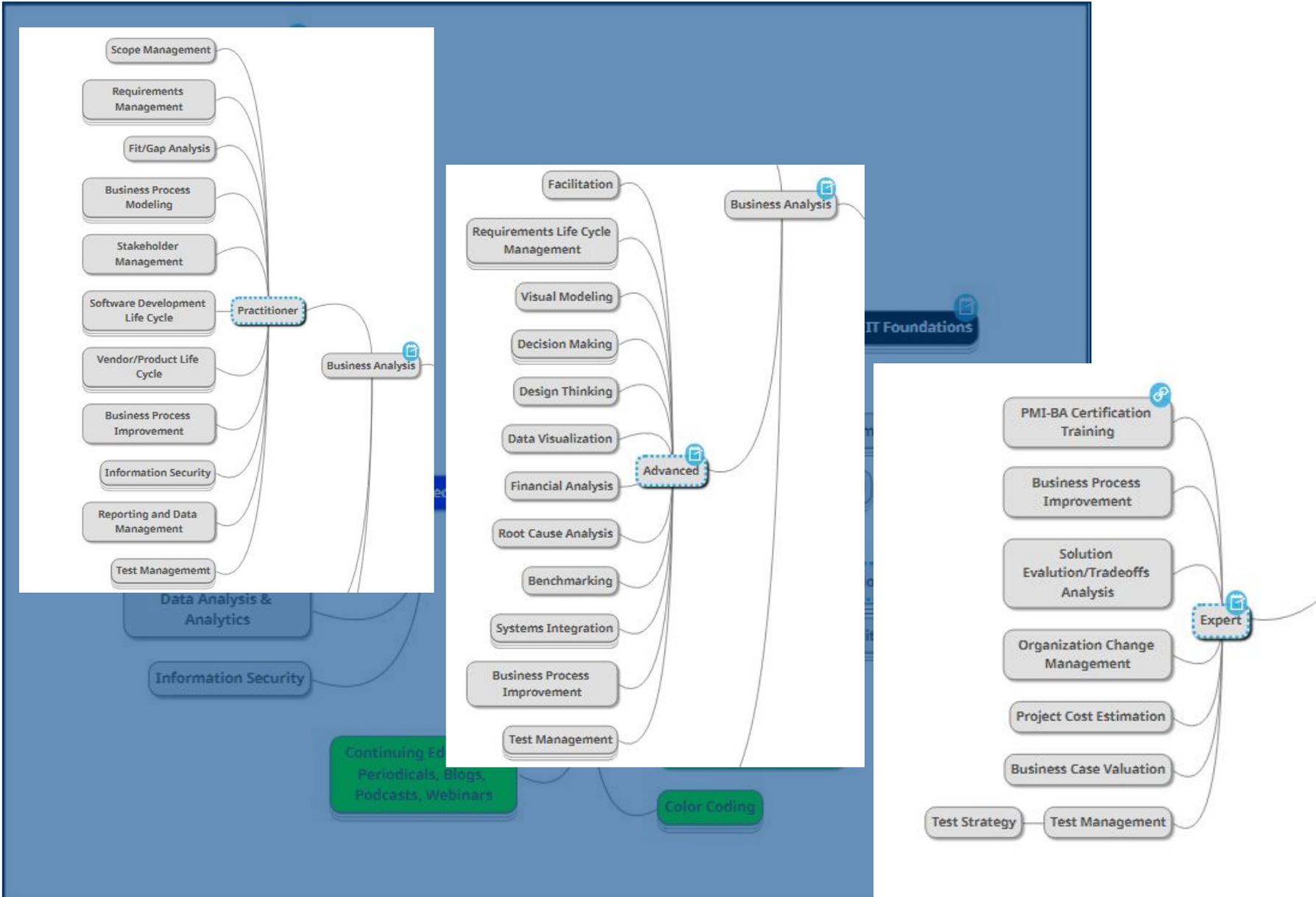
UC IT Skills Progression – Foundations II



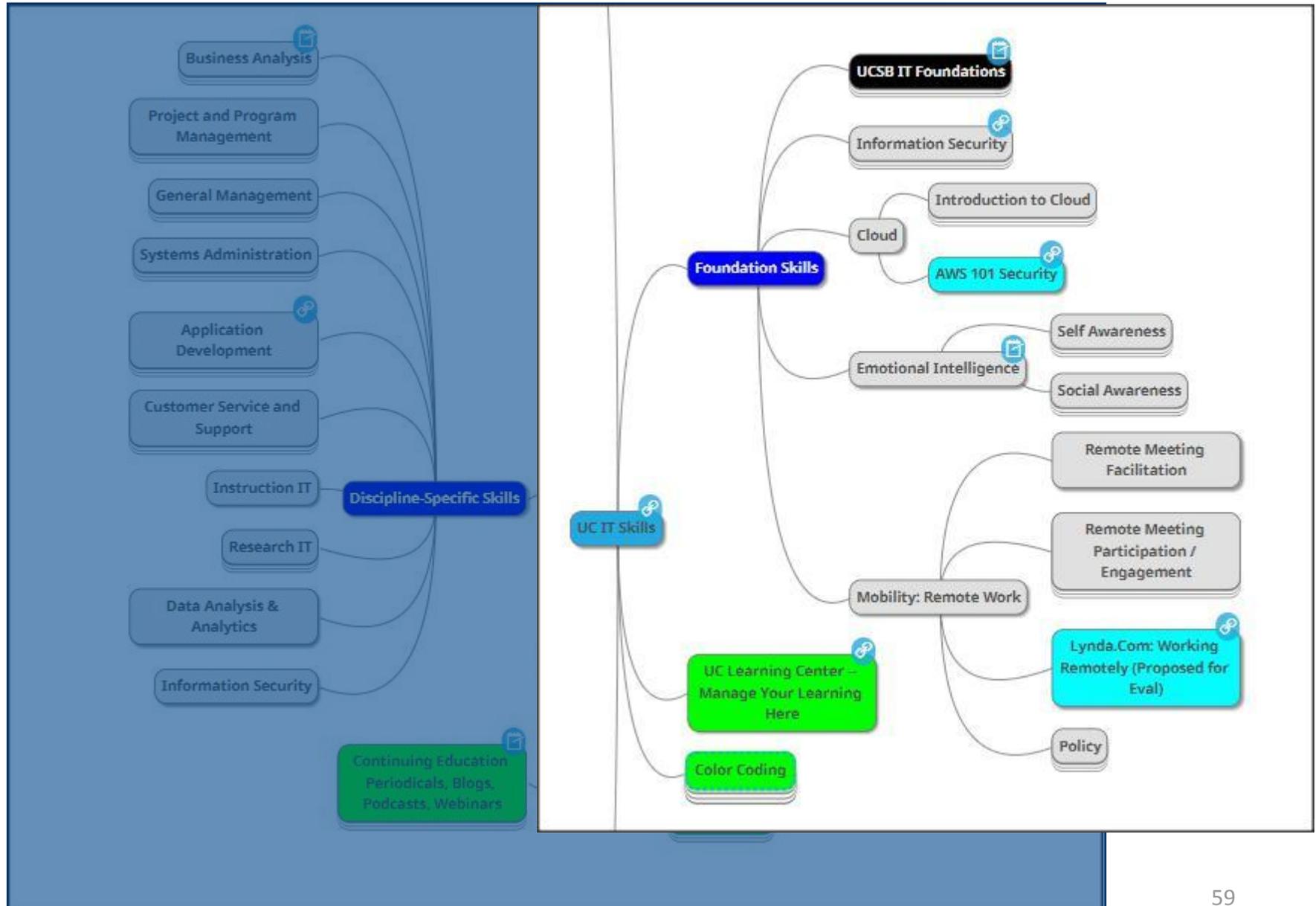
UC IT Skills Progression – Discipline Specific



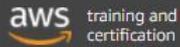
UC IT Skills Progression – Discipline with Levels



UC IT Skills Progression – Curated Content sample



UC IT Skills Progression – Curated Content



[Find Training](#) [Certification](#) [Support](#)

AWS Security Fundamentals Online (Released 2016)

Description

This self-paced course introduces you to fundamental cloud computing and AWS security concepts, including AWS access control and management, governance, logging, and encryption methods. It also addresses security-related compliance protocols, risk management strategies, and procedures related to auditing your AWS security infrastructure.

Course Objectives

This course is designed to teach you how to:

- Identify the security and compliance benefits of using the AWS Cloud.
- Discuss the AWS Shared Responsibility Model.
- Describe the access control and access management features of AWS.
- Use services for security logging and monitoring.
- Describe data encryption methods to secure sensitive data.
- Describe AWS services used to protect network security.
- Describe the basic steps to ensure strong governance of your AWS resources.
- Identify services used to maintain governance of control environments.
- Use the AWS audit features.
- Explain how to audit an AWS environment.
- Explain the AWS compliance and assurance programs.
- Describe how AWS audits and attestations validate that security controls are implemented and operating effectively.

Intended Audience

This course is intended for:

- IT business-level users and professionals interested in cloud security
- IT auditors, analysts, and regulators
- Security professionals with little or no working knowledge of AWS

Delivery Method

- Online

Duration

- 4 hours

Contents



AWS Security Fundamentals - Introduction to Cloud Computing and AWS Security

Online | 2.1



AWS Security Fundamentals - Access Control and Management

Online | 2.1



AWS Security Fundamentals - Logging, Encryption, and Network Security

Online | 2.1



AWS Security Fundamentals - Governance, Risk Management, and Compliance

Online | 2.1

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